

The following is an outline of the terms and conditions for bookings and payments for Agents and representatives of Centre of English Studies. The purpose of this list is to outline our conditions clearly and concisely and thereby avert misunderstandings. The Term “Agent” refers to any intermediary representing Centre of English Studies. Any disputes relating to accounts or services provided will, where necessary, be heard in the courts in the Republic of Ireland, in the UK or in Canada – wherever the majority of the service is performed.

Enrolling on a Course Where possible we ask that Agents complete the CES Registration Form. The CES Registration Form requests information on personal details, course, level, arrival information, transfer details, accommodation details, medical conditions, special dietary requirements and next of kin. We would ask that Agents complete this form, or assist their clients to do so.

To comply with accreditation requirements, CES will ask students to sign a student contract and health declaration on the first day of class. This form must be signed by a parent or guardian for those under the age of 18 years old.

Booking and Paying for a Course There is a registration fee of €85 for Ireland, £70 for the UK and \$160 for Canada, for all students.

Group Bookings - a 20% deposit is requested at time of booking with the remaining balance due for payment 2 weeks prior to arrival.

Individual Bookings - a deposit of €250 for Ireland, £200 for the UK and \$350 for Canada is required at time of booking with the remaining balance due for payment 2 weeks prior to arrival.

CES will then send Agents an invoice, indicating the price of the course and accommodation and any additional services requested, with the commission already deducted. The total invoice will show the amount due.

For some countries’ visa applications, full payment is required in advance before acceptance letters are issued. It is the responsibility of the agent or student to ensure that the correct visa is applied for.

Payment Procedure

IRELAND:

1. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to <https://ces-dublin.flywire.com> to begin the payment process. [flywire handling fees will be advised at the time of payment].

2. By bank transfer in EURO directly into CES bank account:
Bank Name: AIB.
Bank Address: 7-12 Dame Street, Dublin 2, Ireland.
Account Name: Centre of English Language Studies Ltd
IBAN: IE97AIBK9320868887063
BIC: AIBKIE2D
Account Number: 88887063
Sort Code: 93 20 86
[please add €30 to cover bank charges]

3. Non EU students applying for a visa to enter Ireland must pay their fees into an Escrow account operated by TransferMate. The funds will be held in the Escrow account on behalf of the student and CES pending the visa decision. Escrow account details will be outlined on your invoice.

UK:

1. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to <https://ces-uk.flywire.com> to begin the payment process. [flywire handling fees will be advised at the time of payment].

2. By bank transfer in GBP directly into CES bank account:
Bank Name: National Westminster Bank.
Bank Address: 27 South Street, Worthing, West Sussex, BN11 3AR.
Account Name: Centre of English Studies Ltd
IBAN: GB33NWBK60243174638459
BIC: NWBKGB2LXXX
Account Number: 74638459
Sort Code: 60 24 31
[please add GBP15 to cover bank charges]

CANADA: 3. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to cestoronto.flywire.com to begin the payment process. [flywire handling fees will be advised at the time of payment].

4. By bank transfer in Canadian Dollars directly into CES bank account:
Bank Name: The Bank of Nova Scotia
Bank Address: 19 Bloor Street West, Toronto, Ontario, Canada M4W 1A3
Account Name: The Language Workshop Inc.
Bank Number: 0002
Transit Number: 91132
Cdn Dollar Account Number: 00413 19
Swift Code: NOSCCATT
[please add \$25 to cover bank charges]

Note: If your bank requires 12-digit account number: 911320041319

CES Toronto can accept payment by credit card for an additional processing fee of 2.5%.

****Please ensure when making a payment to include the invoice number and student name or number****

Commission

Individual Bookings - Commission is paid in two ways: 1) Net invoice method or 2) Retrospective

Commission method. CES invoice the Agent, who is paid the gross price by the client and then pays the net invoice fee to CES. Commission is calculated on tuition paid for adults and on our total package price for juniors.

Retrospective Commission Method Clients are invoiced for the gross amount and commission is paid on Adult Tuition Fees and Junior Package Price. Deposits must be paid for students booked by Agents on the retrospective method. The Agents details must be clearly marked on each booking at the time of booking for commission purposes.

Group Bookings - Special group rates are agreed with Agents by negotiation. It is important to note that should this group not reach the number agreed upon, this will automatically invalidate the fee agreed and a sliding scale will then apply. CES will provide this sliding scale upon receiving a group booking. Bookings will not be confirmed until the deposit, has been received by CES. It is important to note that deposits must be paid upon presentation of an invoice. **Balance must be received 2 weeks prior to the groups arrival.** Groups will be assigned to chosen centres on a first-come, deposit-paid basis. Failure to meet the terms outlined can lead to cancellation. CES reserves the right to close bookings once we have reached our quota in each Centre.

Arrivals Group quotes include one group transfer on arrival and one group transfer on departure. Regarding flights arriving between midnight and 6am or delayed flights, CES reserves the right to hold students until 7am. *Small groups or individual students booked as part of a group and arriving separately to the group will be charged a transfer fee.*

If groups are arriving and departing to/from their accommodation at unsociable hours due to flight arrival or departure times CES reserves the right to charge a supplement fee to cover this.

Pricing CES requires Agents to submit their price lists.

Misrepresentation It is the responsibility of Agents promoting CES to give a true and accurate description of our programmes. Any such description must be submitted to the CES Marketing Department before printing. CES reserves the right to refuse bookings from an Agent who is misrepresenting our courses.

Adult Groups

Ireland - Accommodation is half-board from Monday to Friday and full board at the weekends. If full board accommodation is required from Monday to Friday, CES Dublin can arrange this at an additional cost of €40 per person p/w.

UK - Groups attending CES Wimbledon, CES Oxford, or CES Edinburgh who wish to have full board, will have to pay an additional £35 per person p/w supplement. CES Worthing and CES Leeds are full-board all week.

In circumstances where the accommodation and facilities offered by CES are unsuitable to the special needs of a student. There will be no refund of fees and the costs incurred in returning home will be at the student/parents expense and not CES.

Insurance Students are not insured by the School, or by the host family, against illness, theft or loss of personal effects. Therefore the school accepts no responsibility in the event of such occurrence. Personal insurance cover is highly recommended.

Insurance should cover the loss of personal possessions such as laptops, cameras, and mobile phones as well as the loss of tuition fees if a student decides to cancel their course or return home early.

CES does not assume any liability for loss, delay or accident of any kind whatsoever which may occur due to the fault or negligence of any company, hotel proprietor, campus, hostel or any other persons carrying out ancillary arrangements.

Medical Insurance

All students are advised to take out full medical insurance prior to their arrival which can be purchased through CES. Insurance is provided through third-party company and all claims need to be made by the student (insurance holder) to the insurance company directly. It is the responsibility of the student to activate the policy 2 weeks prior to arrival by contacting the school. CES cannot be held responsible for medical costs incurred if a student does not specifically request medical insurance cover. Citizens of the European Union countries should bring the EHC card with them.

IRELAND: Compulsory MediPel can be arranged at a cost of €120 for non-visa ILEP students.

UK: Medical insurance can be arranged at a cost of £7 per week.

CANADA: Medical Insurance can be arranged at a cost of \$3 per day.

Adult Classes At peak times of the year, adult classes can take place at alternative premises other than our main teaching centres.

Junior Groups (Winter) Where groups book mid-week to mid-week, it may not be possible to provide classes on the Monday and Tuesday of their last week. Additional tuition will be given in lieu of this during the afternoon period.

Group Leaders Group Leaders will be supplied with a Group Leader Handbook, which outlines their duties. It is important that Group Leaders read this handbook carefully. Group Leaders are expected to attend the centre each day and to accompany their group on all social and cultural excursions and activities. Accommodation will be full-board in Dublin, Worthing, Leeds and Toronto and half board in Wimbledon and Oxford. In the peak month of July it may not be possible to provide single room accommodation for Group Leaders. It is not feasible for a Group Leader with a group at a Junior suburban centre to attend an Adult/Teachers Course at the city centre Adult School. We advise all Group Leaders to bring a mobile phone with them and to give this number to the centre principal in case of emergency.

For each group leader, Centre of English Studies must receive prior to arrival, a declaration of suitability to work with children from the agent or group organiser. Centre of English Studies will also forward all medical and consent to travel forms in advance of arrival for completion by parents/guardians.

Phone Calls Students can only make emergency phone calls from the host family telephone under supervision. Agents will be responsible for recouping costs of calls made without permission.

Text Books (Adults) Textbooks are not included in our fee and cost approximately €45 (Ireland) / £40 (UK) / \$12 per week (Canada). Agents who wish to include the book must advise CES so that the cost of the book will be added to each invoice. Book rental may be organised for groups only - deposit must be paid at school.

Accommodation It is important that Agents make special requests (i.e. no pets, vegetarian, etc.) on their initial booking. It is too late to make these requests after students have been placed. Where a number of special requests are made for one student, CES reserve the right to fulfil what we feel to be the most important request. Agents should advise CES of any special dietary needs, such as lactose intolerance, gluten intolerance, coeliac or vegan. There will be an extra charge for students requesting a special diet of €30 (Ireland) / GBPE20 (UK) / \$40 CAD p/w.

Smoking Smoking is not permitted in any public buildings in Ireland, England or Canada (schools, residences, etc.). It is not acceptable to smoke in a host family home.

Public Holidays CES will be closed on the following Public Holidays:

Please note that the school will be closed on the following dates:

Dublin: 02 January, 06 February, 17 March, 07 April, 10 April, 01 May, 05 June, 07 August, 30 October, 22 December, 2023 – 02 January, 2024

Toronto/Vancouver: 02 January, 20 February, 07 April, 10 April, 22 May, 03 July, 07 August, 04 September, 09 October, 10 November, 25 December, 26 December 2023

London: 02 January, 07 April, 10 April, 01 May, 29 May, 28 August, 25 December 2023 – 01 January, 2024

Edinburgh: 02 January, 03 January, 07 April, 01 May, 29 May, 07 August, 30 November, 25 December 2023 – 01 January 2024

Oxford: 02 January, 07 April, 10 April, 01 May, 29 May, 28 August, 25 December, 2023 – 01 January, 2024

Leeds: 02 January, 07 April, 10 April, 01 May, 29 May, 28 August, 25 December, 2023 – 01 January, 2024

Worthing: 02 January, 07 April, 10 April, 01 May, 29 May, 28 August, 25 December, 2023 – 01 January, 2024

When public holidays occur on a Monday, students will begin their course on a Tuesday. No extra classes will be arranged to make up group lessons missed on public holidays and there is no refund of fees or credit given.

Please note there is no refund for clients who downgrade from Intensive to Standard Course.

Dublin/Toronto: Beginners course runs year round but please enquire first as it may be necessary for absolute beginners to have one-to-one tuition until they reach a suitable level. Their group class fee will be offset against these charges.

UK: Beginners please enquire first as course availability may vary between centres. It may be necessary for absolute beginners to have one-to-one tuition until they reach a suitable level. Their group class fee will be offset against these charges.

Cancellation & cancellation fees

All cancellations must be notified in writing.

Group Bookings

1. Notice provided of up to 14 days prior to arrival date – cancellation fee of €250 (Ireland) / GBPE200 (UK) / CAD \$350 (Canada) per student.

2. Notice provided of less than 14 days prior to arrival – no refund given.

Individual Bookings

1 Accommodation Fees

Homestay - notice provided of 2 weeks - full refund given.

Self-catering - notice period of 28 days – full refund given - notice period of less than 28 days – no refund given.

Residential accommodation – where we use external residential providers then we must apply their terms & conditions.

1. Tuition and other fees:-

2.1 Notice provided of up to 14 days prior to the arrival date - cancellation fee of €250 (Ireland) / GBPE200 (UK) / CAD \$350 (Canada)

2.2 Notice provided of less than 14 days prior to arrival – no refund given.

Where a visa has been refused, CES will refund fees to the Agent on receipt of evidence of the visa refusal plus the refund number. All fees which have been paid will be refunded, less the deposit paid. Where refunds are made by bank transfer, the bank charges will also be deducted from the balance.

Refunds will be made only to:

(a) The original payer and

(b) The account from which payment was originally received to ensure compliance with international laws for the prevention of financial offences.

If the intended commencement date of an English Language Programme is delayed because of visa problems, CES will adjust your tuition or accommodation end date subject to availability. No refund will be made.

Curtailment There is no refund of fees for curtailment of a course after commencement. These terms also apply to students who are part of a group. The cancellation fees will be waived if there is a replacement student.

Independent Course Selection Arrangements If, for any reason, students make their own arrangements for further study in Ireland, the UK, or Canada, the contract between CES and the student will be considered broken and no refund will be made.

Expulsion No refund. Students who are expelled will be sent home immediately at their own expense.

Force Majeure CES will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is occasioned by any cause beyond CES’s reasonable control. Nor shall CES be responsible for any costs incurred by or on behalf of the students as a result of any such cause. Such causes shall include, but shall not be limited to, act of government, war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Should any CES school be forced to close again due to another Covid-19 lockdown or any other natural disaster / pandemic:

Classes will immediately return to virtual online with full scheduled hours available. CES now has in place the capabilities to revert to on line within a few hours.

One week of online equals one week of face to face course.

Credit notes will be given to the agent for students who chose to return home (credit will be in one week blocks for tuition and accommodation).

The student or agent can use this credit at another time within a 12 month period.

The agent can opt to refund the student directly (CES will only be issuing credit notes)

If third party accommodation has been booked CES must adhere to their terms and conditions.

If CES accommodation has been booked and the student returns home we will refund unused accommodation monies in one week blocks.

If current Covid-19 social distancing rules still apply when your group / students are coming to a CES school there will be additional costs applied.

General Conditions

- CES does not accept responsibility for costs incurred due to flight delays, (i.e. accommodation etc.)
- CES does not take responsibility for any loss or theft of belongings.
- Students are expected to have appropriate medical and travel insurance.
- There is no refund of fees for days missed during the course, or for late arrival or early departure, or for public holidays.
- There is a fee of €30 (Ireland) / £25 (UK) / \$25 (Canada) to cover the cost of your bank charges.
- CES reserves the right to cancel all arrangements and bookings without prior notice if our payment conditions are not met. All operators working with CES will be deemed to have agreed to these conditions without variation once they have made a booking.
- * While CES aims to be as inclusive as possible, there are instances in which we may not be equipped or trained to best cater for your needs. In cases where there is a student has a particular mobility issue, learning difficulty or other condition that might impede their learning or access to CES facilities, we ask that you first check with us before booking.

Social Media CES reserves the right to expel any student found abusing or insulting any other CES student, or homestay accommodation, on any form of social media.

Legal Notice CES reserve the right to alter and amend information contained in this handbook without notice. We reserve the right not to accept applications.

Supplements CES reserves the right, if necessary, to add a supplement for airport transfers and tours to all students

and groups.

- If a student wishes to transfer between any CES centres, there is a fee of £100 (UK) / €150 (Ireland) / CAD \$100 (Canada)

- Courier fees – When CES are required to send visa documents, a charge of €95 (UK) / €110 (Ireland) / CAD\$125 (Canada) will be added to your invoice.

GDPR (The General Data Protection Regulation) In accordance with GDPR and our desire to ensure all data is always secure, visit our website for our Data Protection Policy and Privacy Statements.

All prices are valid until 31st October 2023.

Junior Terms and Conditions – UK, Ireland and Canada

• There is a registration fee of €85 for Ireland, £70 for the UK, and \$160 for Canada for all students.

• CES require the date of birth of each student before any registration can be confirmed.

• Students between 12 - 17 years in the UK and Canada and 14 - 17 years in Ireland only, are accepted on the Junior Programmes.

• Ireland/UK: All student students under 16 years will be placed 2 per home.

• Students with special dietary or medical problems are accepted solely at the discretion of the Directors of CES. There is a supplementary charge for coeliac, vegetarians, vegans and students with special dietary requirements.

• CES cannot accept students with enuresis (bed-wetting).

• Junior students must purchase the special travel ticket as all afternoon visits are by public transport. The tickets are on sale at each Junior Centre.

• In the peak months of June, July and August CES reserve the right to place two CES students of the same mother tongue in the same homestay accommodation. CES will do everything reasonably possible to meet agents’ accommodation requests. Whilst CES cannot guarantee that our homestays will not take students from another source, nevertheless CES will use our best endeavours to ensure that the homestay accommodation is suitable to student requirements.

• Students who are 18 years and over must attend a CES adult course. CES does not accept students 18 years and over in Junior Courses. We reserve the right to refuse such bookings.

• CES reserves the right to charge a student €75 (Ireland) / £60 (UK) / \$250 (Canada) for change of host family.

• We do not provide single rooms for junior students in Ireland and UK. NB. We do provide single rooms in Canada. Shared rooms are limited.

• All students are expected to bring a towel and toiletries with them.

• **Important:** Students attending Junior Centres must obey the CES Rules for Junior Students. Students who take alcohol or drugs will be sent home immediately at their parents’ expense. There will be no refund of fees for such students. Agents will be advised of the expulsion and must make arrangements for their student(s) to return home immediately.

• Junior Students may have classes in the morning or in the afternoon at peak times during the year.

• CES has a strict anti-bullying policy regarding all forms of social media. Any student found breaking this rule can be sent home.

• **The CES Junior schools will not have classes on National Bank Holidays. No extra classes will be given in lieu.**

• CES reserves the right to change the junior centre location at any time.

Arrival and Departure of Junior Students:

• Junior students must book an airport transfer on arrival and departure.

• Students departing on flights before 8am will incur an additional fee of €125 for additional staffing costs.

* While CES aims to be as inclusive as possible, there are instances in which we may not be equipped or trained to best cater for your needs. In cases where there is a student has a particular mobility issue, learning difficulty or other condition that might impede their learning or access to CES facilities, we ask that you first check with us before booking.

All prices are valid until 31 October 2023.